



NOTICE TO HUSKY HEALTH MEMBERS:

Your Doctor is Participating in the HUSKY Health Program's Medicaid Quality Improvement and Shared Savings Program

<MEMBER FULL NAME>

<MEMBER ADDRESS

<CITY, STATE ZIP>

Dear _____:

This letter is to inform you there is a new HUSKY Health program that your doctor is participating in. We want you to know about this program, including how you can choose not to participate, if you wish. ~~If you choose not to participate ("opt-out"), you may still continue to see your same doctor if you choose.~~ (save any additional information on opting out to the opt out section)

The new program is called the "Medicaid Quality Improvement and Shared Savings Program" or **MQISSP** for short. This program is intended to improve your health care by:

- Providing specially trained Care Coordinators to help you schedule, coordinate, and understand all of your health care needs
- Giving your primary care provider group a chance to get some of the money that HUSKY might save ("shared savings") by helping to keep you and your family healthier, for example:
 - Less or no time in the emergency room or hospital.
 - Not doing the same tests or procedures that one of your other doctors did.
 - Working more closely with you to help manage and control a chronic disease or condition.

~~The most important part of the MQISSP is that your doctor may be paid more by giving you better care and by working with you to help you get and stay well. In this program, if your doctor gives you better and earlier care, and if you stay healthier, then your doctor may share in the money saved by keeping you healthier.~~

How it Works

~~Your care will be coordinated with specially trained Care Coordinators, located in your provider's office, who work with you so that together, you make the best possible decisions about your healthcare. They can help you find other doctors, like behavioral health or other specialists and help you find community agencies that can help with things like housing, or food,~~

~~When your doctor avoids duplicating procedures, tests and treatments and helps you get care you do need, the costs to the HUSKY Health Program should be lower as you stay healthier.~~



In MQISSP, the doctors who save money ~~while keeping you well~~ will be rewarded by receiving a bonus payment that is part of the money they saved the HUSKY Health Program. These are called "Shared Savings".

~~What are Shared Savings?~~

~~Shared Savings is the name of a bonus payment your doctor can earn if they improve your care while saving the HUSKY Health program money.~~

We want to know if the care you are receiving does not meet your expectations.

HUSKY Health always wants to get feedback on the care you received. If you feel you need a service and your doctor disagrees or if you find that you are having trouble seeing your preferred doctor, we want to know about it.

Please call **<ENTER MQISSP COMPLAINT HOTLINE NUMBER WHEN AVAILABLE>** or call your member services line **at 1-800-859-9889** and share your concerns. Your feedback is always important to us, especially if you are having any issues getting the care you need.

Additional Information about MQISSP

- **Your HUSKY benefits do not change:**
 - MQISSP coordinates your care better using care coordinators in your physician's office to help you meet your health needs. There is no change to any of your current HUSKY benefits and there is no charge for any of the services you receive through the program.
- **You can still see any HUSKY Health doctor.**
- **You can Opt-Out or not participate:**
 - While your physician may choose to participate in the MQISSP, you do not have to take part. Just sign the letter that will help you to opt-out and you will not be included in this program. Even if you do not participate, you may still receive care coordination assistance by calling HUSKY Health Member Services at **1-800-859-9889** and ask about care coordination offered by the HUSKY Health program.

Questions?

If you have questions about any of the information above, please contact us at **<INSERT TOLL FREE INFORMATION LINE WHEN AVAILABLE>** or visit **<INSERT ONLINE LINK WHEN AVAILABLE>**